



# DEFENSE PERSONAL PROPERTY PROGRAM



*Global Surface Transportation Experts... Committed, Dependable, Relentless!*

# Agenda

- Claims Timeline
- Resources
- Customer's Claim Module
- Claim Statuses
- Questions and Answers



# Claims Timeline

- Customer has 75 days to submit a loss/damage form
- Customer submits claim within 9 months of shipment delivery for full replacement value (FRV)
- Customer submits claim between 9 months and 2 years of shipment delivery, they are eligible for depreciated value
- TSP has 60 days to respond to customer's submitted claim by accepting, denying, or counter offering the claimed amount per item
- Customers have the option to accept, counter offer, or transfer to the Military Claims Office (MCO)
- Once all item(s) are in settled status, the TSP is to pay the customer within 30 days



# Resources

Move.mil - DOD - Mozilla Firefox: IBM Edition

File Edit View History Bookmarks Tools Help

http://www.move.mil/dod.htm#afterDelivery\_ad-dodClaims

Most Visited IBM IBM

Move.mil - DOD

MOVE.MIL Official DPS Portal

What Is DPS? DPS Registration DPS Login

DOD Service Members and Civilians

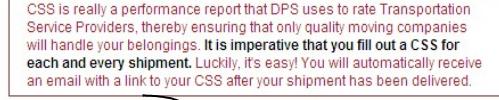
Before You Begin Start Your DPS Move After Delivery

After Delivery

Customer Satisfaction Survey (CSS)

Claims

Watch the Video! 

 CSS is really a performance report that DPS uses to rate Transportation Service Providers, thereby ensuring that only quality moving companies will handle your belongings. It is imperative that you fill out a CSS for each and every shipment. Luckily, it's easy! You will automatically receive an email with a link to your CSS after your shipment has been delivered.

Claims How-To (PDF)

Claims How-To (Video)

Claims Overall Process

Air Force

Army

Coast Guard

Marines

Navy

Useful Tools

Moving Resources

Travel Information

Links

Acronyms

Glossary

Locator Maps

Service Member/Civilian FAQ

Claims How-To-PDF

Claims How-To Video

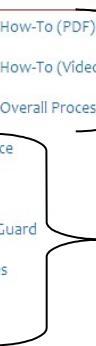
Claims Overall Process

Military Claim Office (MCO) websites with contact information

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to

Done

One paused download



# Claims Homepage

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address: https://dps-test.sddc.army.mil/finschannel\_enu/start.swe?SWEChnd=Login&SWEPL=1&\_sn=6X4rqQ0INMnP7GO17HPdAjZ6jK9ovIayhYIbefpmk\_&SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Home Monday, June 07, 2010 3:57:09 PM

Click here for: HELP

Click on the Claims tab

Prior to beginning the claims process, the customer will need to know their Government Bill of Lading Number

after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDDC that the TSP is in bankruptcy.
3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC.
4. The TSP's failure to comply with the catastrophic loss provisions as verified by the MCO.
5. The TSP's failure to comply with essential items provisions as verified by the MCO.

**Warning:** If you elect to immediately transfer your claim to the Military Claims Office and one of the above conditions does not exist, your claim will be handled under the depreciated value.

**USMC ONLY:** Before you transfer your claims to HQMC Claims Office, please contact us at 703-784-9533 or DSN 278-9533 or email us at [home\\_claims@usmc.mil](mailto:home_claims@usmc.mil)

Unclassified/FOUO-Privacy Act Applies

Home Site Map Log Out

Reports Queries HELP

Claim Services

Home All Claims Loss/Damage Reports Inspection Reports Summary

Create Claims

Pick the Shipment:  Submitter's Relationship:  Add & Go

Search Claims

Claim #:  Claim Status:  BOL/GBL Number:  MCO Adjudication:  Branch of Service:  Go

Done Internet

# Claim Module - Homepage

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home

Address: https://dpstest.sddc.army.mil/finsechannel\_enu/start.swe?SWECmd=Login&SWEP1=1&\_sn=6X4rqQ0INMaP7GO17HPdAjZ6jK9ovIayhYIbef.pmk\_&SWETS=

Go

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Claims Home Monday, June 07, 2010 3:57:09 PM

Reports Queries: HELP

Welcome to your Claims Home Page.

Click "Loss/Damage Report"

Submitting items from your Loss/Damage report(s) does not constitute filing of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

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Unclassified/FOUO-Privacy Act Applies

Click here for: HELP

**Claim Services**

- Home
- All Claims
- Loss/Damage Reports** (circled)
- Inspection Reports
- Summary

**Create Claims**

Pick the Shipment:   
Submitter's Relationship:

**Search Claims**

Claim #:   
Claim Status:   
BOL/GBL Number:   
MCO Adjudication:   
Branch of Service:

Done Internet



# Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Favorites Address: [https://dpstest.sddc.army.mil/finsechannel\\_enu/start.swe?SWEcmd=Login&SWEPL=1&\\_sn=eRWPyh0H0jQHyVFQVK2sf0YvDZ97vgIaAZhoVsq4DU\\_&SWETS=](https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWEcmd=Login&SWEPL=1&_sn=eRWPyh0H0jQHyVFQVK2sf0YvDZ97vgIaAZhoVsq4DU_&SWETS=) Go

Defense Personal Property System (DPS) Unclassified//FOUO//Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Loss/Damage Reports Monday, December 13, 2010 4:33:38 PM Reports Queries: Active HELP

Below is a list of all of your loss/damage reports. Please select the [hyperlink](#) for the loss/damage report that you wish to view/update.

Submitting items from your Loss/Damage reports(s) *does not* constitute *filing* of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage report(s) submitted into the DPS System. Once your report has been submitted, you will be able to include any additional loss/damage items.

**Click on “Click Here to Add a Loss/Damage Report”**

**Click Here to Add a Loss/Damage Report**

Loss/Damage Reports | Menu SEARCH No Records HELP

Loss/Damage Number Status Creation Date Loss/Damage at Delivery? Name (DoD) Rank (DoD) BOL/GBL Number Delivery Date TSP SCAC GBLOC Closed

Unclassified//FOUO//Privacy Act Applies

Claim Services

Home

All Claims

Loss/Damage Reports

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SD  
D

# Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://dpstest.sddc.army.mil/finechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&\_sn=eRWPyh0H0jQHvVFQVK2sf0YwDZ97vgIaAZh0Vsq4DIU\_&SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Monday, December 13, 2010 4:45:54 PM Reports Queries: Active HELP

Loss/Damage Number:

**Loss/Damage Reports**

**ADD** (circled in red) **Click the “ADD” button**

Loss/Damage Number:

BOL/GBL Number:  Loss or damage at delivery?:

TSP Reference No.:  Unpacking and Removal:

Comments:

DoD Cust ID Number:  Name of TSP:

DoD Cust Name:  Weight of the Shipment:

DoD Customer Rank:

Telephone Number:

DoD Customer Address:  Address of TSP:

Shipment Destination Address:  Shipment Origin Address:

**Add/Update Loss/Damage Items**

**SEARCH**

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
<input type="button"/> No Records <input type="button"/> HELP				

**File Attachments**

**ADD** **SEARCH** **HELP**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
<input type="button"/> No Records <input type="button"/> HELP				

Unclassified/FOUO-Privacy Act Applies

**Claim Services**

- Home
- All Claims
- Loss/Damage Reports
  - > Loss/Damage Report Detail
- Inspection Reports
- Summary

**Help Links**

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Loss/Damage Reports
  - Add
  - Update
  - Submit
- Loss/Damage Items
  - Add
  - Update
- Upload Files
  - Add
  - Search
- Search
  - Search



# Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address https://dpstest.sddc.army.mil/fincchannel\_enu/start.swe?SWEcmd=Login&SWEPL=1&\_sn=eRWPyh0H0jQHyVFQVK2sf0YvDZ97vgIaAzh0Vsq4DIU\_&SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Loss/Damage Reports

SRVE CANCEL

\*Loss/Damage Number: 1-16YZTX

\*BOL/GBL Number:   Loss or Damage at Delivery?:

TSP Reference No.:  Unpacking and Removal:

Comments (255 characters maximum):

DoD Cust ID Number: Name of TSP:

\*DoD Cust Name: Weight of the Shipment:

DoD Customer Rank:

Telephone Number:

DoD Cust Address: Address of TSP:

DoD Cust City: City:

DoD Cust State: State:

DoD Cust Zip Code: Zip:

DoD Cust Country:

Shipment Destination Address: Shipment Origin Address:

Shipment Destination City: Shipment Origin City:

Shipment Destination State: Shipment Origin State:

Shipment Destination Zip Code: Shipment Origin Zip Code:

Shipment Destination Country: Shipment Origin Country:

Click the checkmark next to "BOL/GBL Number" it will fill in information below

Assignment Guide Training DPS User Satisfaction

Reports Queries: Active HELP

Claim Services

Home All Claims

Loss/Damage Reports > Loss/Damage Report Detail

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Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Loss/Damage Reports
  - Add
  - Update
  - Submit
- Loss/Damage Items
  - Add
  - Update
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

# Claim Module - Loss/Damage Report

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Monday, December 13, 2010 4:52:03 PM

Loss/Damage Reports

SAVE CANCEL

\*Loss/Damage Number: 1-16YZTX

\*BOL/GBL Number:  \*Loss or Damage at Delivery?:

TSP Reference No.:  Unpacking and Removal:

Comments (255 characters maximum):

DoD Cust ID Number:

\*DoD Cust Name:

DoD Customer Rank:  DBAT0000100 George Stone GEN-

Telephone Number:

DoD Cust Address:

DoD Cust City:

DoD Cust State:

DoD Cust Zip Code:  Zip:

DoD Cust Country:

Shipment Destination Address:

Shipment Destination City:

Shipment Destination State:

Shipment Destination Zip Code:

Shipment Destination Country:

Shipment Origin Address:

Shipment Origin City:

Shipment Origin State:

Shipment Origin Zip Code:

Shipment Origin Country:

Click on the arrow next to the “BOL/GBL Number” and click the “Pick” button

Query

BOL/GBL Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
DBAT0000100	George Stone	GEN-	Delivered	dHHG	03/04/2010	Allied Freight Forwarding	ALFW	3666 Payne SAN DIEGO, CA 92102 UNITED STATES	1009 ward FORT DRUM, NY 13602 UNITED STATES	15,000

Pick Cancel

# Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://dpstest.sddc.army.mil/finsechannel\_enu/start.swe?SWEcmd=Login&SWEPL=1&\_sn=eRWPyh0H0jQHyVFQVK2sfoYvDZ97vgIaAZhovsq4DIU\_&SWETS=

Back  Home  Site Map  Log Out

Defense Personal Property System (DPS) Unclassified/FOUO/Privacy Act Applies

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Customer Surveys | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction | Reports | Queries: Active | HELP

Show: Monday, December 13, 2010 5:56:46 PM

**Loss/Damage Reports**

**SAVE** **CANCEL**

\*Loss/Damage Number: 1-16YZUK

\*BOL/GBL Number: DBAT0000100  \*Loss or Damage at Delivery

TSP Reference No.:

Comments (255 characters maximum):

Delivery

Unpacking and Re

Fill in fields, then click the “SAVE” button

Comments (255 characters maximum):

DoD Cust ID Number: XXX-XX-8888

Name of TSP: Allied Freight Forwarding

\*DoD Cust Name: George Stone

Weight of the Shipment: 15,000

DoD Customer Rank: GEN-

Telephone Number: 5862949443

DoD Cust Address: 3666 payne

Address of TSP: 700 Oakmont Lane

DoD Cust City: SAN DIEGO

City: Westmont

DoD Cust State: CA

State: IL

DoD Cust Zip Code: 92102

Zip: 60559

DoD Cust Country:

Shipment Destination Address: 3666 payne

Shipment Origin Address: 1009 ward

Shipment Destination City: SAN DIEGO

Shipment Origin City: FORT DRUM

Shipment Destination State: CA

Shipment Origin State: NY

Shipment Destination Zip Code: 92102

Shipment Origin Zip Code: 13602

Shipment Destination Country: UNITED STATES

Shipment Origin Country: UNITED STATES

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Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- **Loss/Damage Reports**
  - Add
  - Update
  - Submit
- **Loss/Damage Items**
  - Add
  - Update
- **Upload Files**
  - Add
- **Search**
  - Search

Unclassified/FOUO/Privacy Act Applies

# Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [https://dpstest.sddc.army.mil/finsechannel\\_enu/start.swe?SWEcmd=Login&SWEPL=1&\\_sn=eRWPyh0H0jQHyVFQVK2sf0YvDZ97vgIaZhovsq4DlU\\_&SWETS=](https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWEcmd=Login&SWEPL=1&_sn=eRWPyh0H0jQHyVFQVK2sf0YvDZ97vgIaZhovsq4DlU_&SWETS=) Go

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

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Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Monday, December 13, 2010 5:38:39 PM Reports Queries: Active HELP

Loss/Damage Number:

**Loss/Damage Reports**

**ADD** **UPDATE**

Loss/Damage Number: 1-16YZTZ Delivery Date: 03/04/2010

BOL/GBL Number: DBAT0000100 Loss or Damage at Delivery?: Y

TSP Reference No.: Unpacking and Removal:

Comments:

DoD Cust ID Number: XXX-XX-8888 Name of TSP: Allied Freight Forwarding

DoD Cust Name: George Stone Weight of the Shipment: 15,000

DoD Customer Rank: GEN-

Telephone Number: 5862949443

DoD Customer Address: 3666 Payne Address of TSP: 700 Oakmont Lane

SAN DIEGO, CA 92102 Westmont IL 60559

Shipment Destination Address: 3666 Payne Shipment Origin Address: 1009 ward

SAN DIEGO, CA 92102 UNITED STATES

**Add/Update Loss/Damage**

**ADD** **SEARCH**

Click the "ADD" button

Item Item Name Inventory Number Loss/Damage Description Item Creation Date

No Records

File Attachments

**ADD** **SEARCH**

Attachment Name Type Size (In Bytes) Modified Comments

No Records HELP

Unclassified/FOUO-Privacy Act Applies

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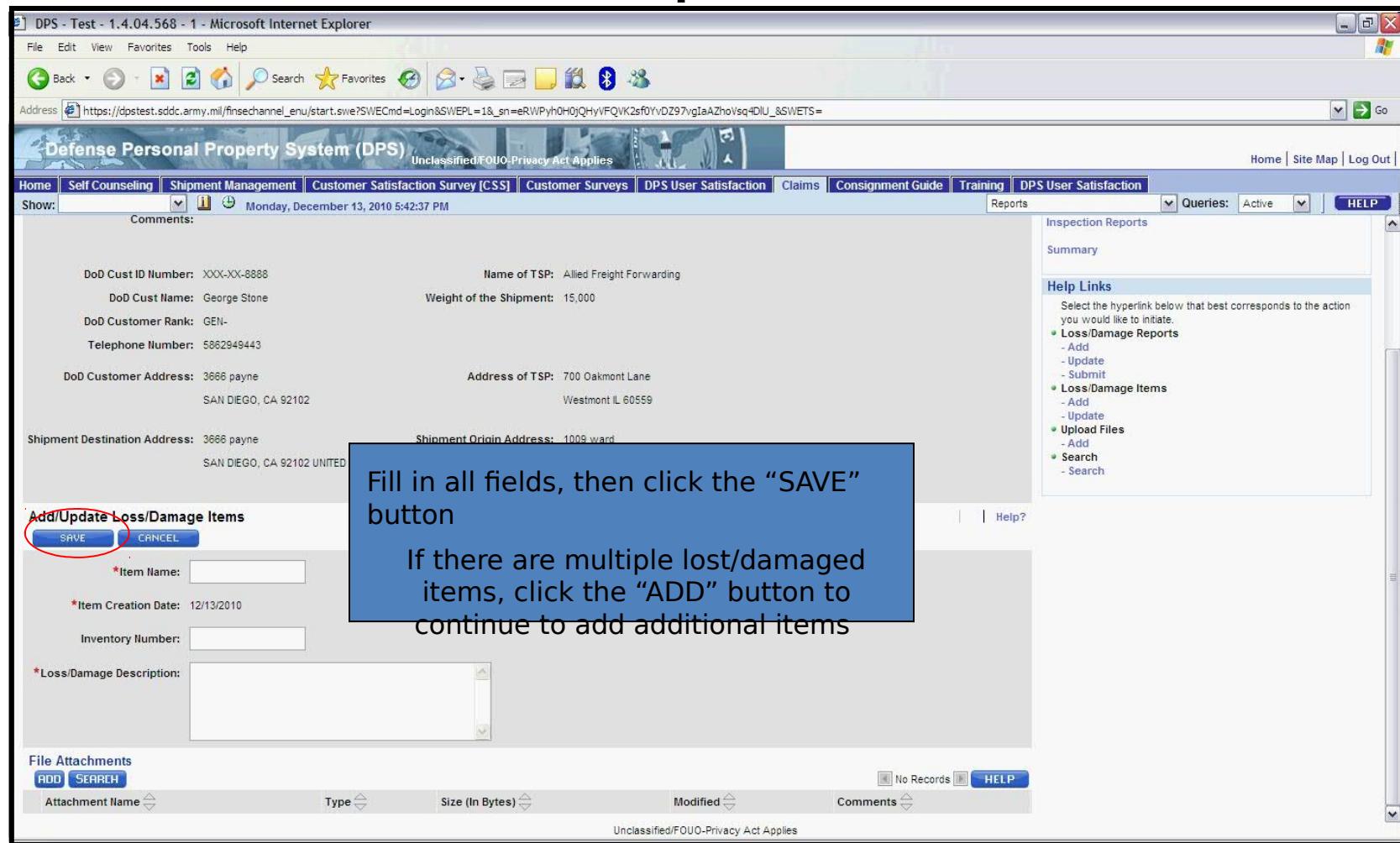
Help Links

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- Loss/Damage Reports
  - Add
  - Update
  - Submit
- Loss/Damage Items
  - Add
  - Update
- Upload Files
  - Add
  - Search



# Claim Module - Loss/Damage Report



DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://dpstest.sddc.army.mil/finsechannel\_enu/start.swf?SWECmd=Login&SWEP1=1&\_sn=eRWPyh0H0jQHyVFQVK2sf0YvDZ97vgIaAzh0Vsq4DU\_&SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Customer Surveys | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction | Reports | Home | Site Map | Log Out |

Show: Monday, December 13, 2010 5:42:37 PM

Comments:

DoD Cust ID Number: XXX-XX-8888 Name of TSP: Allied Freight Forwarding

DoD Cust Name: George Stone Weight of the Shipment: 15,000

DoD Customer Rank: GEN-

Telephone Number: 5862949443

DoD Customer Address: 3666 payne Address of TSP: 700 Oakmont Lane

SAN DIEGO, CA 92102 Westmont IL 60559

Shipment Destination Address: 3666 payne Shipment Origin Address: 1008 ward

SAN DIEGO, CA 92102 UNITED

Add/Update Loss/Damage Items

**SAVE** (circled in red) **CANCEL**

\*Item Name:

\*Item Creation Date: 12/13/2010

Inventory Number:

\*Loss/Damage Description:

File Attachments

**ADD** **SEARCH**

Attachment Name ▲ Type ▲ Size (In Bytes) ▲ Modified ▲ Comments ▲

No Records **HELP**

Unclassified/FOUO-Privacy Act Applies

Fill in all fields, then click the "SAVE" button

If there are multiple lost/damaged items, click the "ADD" button to continue to add additional items

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Loss/Damage Reports
  - Add
  - Update
  - Submit
- Loss/Damage Items
  - Add
  - Update
- Upload Files
  - Add
  - Search
- Search
  - Search



# Claim Module - Loss/Damage Report

DPS - Test - 1.4.04.568 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://dptest.sddc.army.mil/finssechannel\_enu/start.swf?SWEcmd=Login&SWEPL=1&\_sn=eRWPyh0H0jQHvFQVK2sfoYvDZ97vgIaZhovsq4DU\_&SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Monday, December 13, 2010 5:50:09 PM Reports Queries: Active HELP

Loss/Damage Number:

**Loss/Damage Reports**

**ADD** **UPDATE** **SUBMIT** (circled)

Loss/Damage Number: 1-16Y2TZ1

BOL/GBL Number: DBAT00001

TSP Reference No.:

Comments:

DoD Cust ID Number: XXX-XX-8888 Name of TSP: Allied Freight Forwarding

DoD Cust Name: George Stone Weight of the Shipment: 15,000

DoD Customer Rank: GEN-

Telephone Number: 5862949443

DoD Customer Address: 3666 payne Address of TSP: 700 Oakmont Lane

SAN DIEGO, CA 92102 Westmont IL 60559

Shipment Destination Address: 3666 payne Shipment Origin Address: 1009 ward

SAN DIEGO, CA 92102 UNITED STATES

Add/Update Loss/Damage Items

**ADD** **UPDATE** **SEARCH**

Item	Item Name	Inventory Number	Loss/Damage Description	Item Creation Date
> 1	Desk	1	Drawer is missing	12/13/2010

File Attachments

**ADD** **SEARCH**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
Unclassified/FOUO-Privacy Act Applies				

1 of 1

Claim Services

**Home** (circled)

All Claims

Loss/Damage Reports

> Loss/Damage Report Detail

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Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Loss/Damage Reports
  - Add
  - Update
  - Submit
- Loss/Damage Items
  - Add
  - Update
- Upload Files
  - Add
  - Search



# Claim Module - File Claim

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back  Forward  Stop  Search  Favorites  Home  Print  Copy  Paste  Find  Help

Address: [https://dpstest.sddc.army.mil/finschannel\\_enu/start.swe?SWECmd=Login&SWEPPL=1&\\_sn=6X4rqQ0LNMaP7GO17HPdAjZ6jK9ovIayhYIbeflpmk\\_&SWETS=](https://dpstest.sddc.army.mil/finschannel_enu/start.swe?SWECmd=Login&SWEPPL=1&_sn=6X4rqQ0LNMaP7GO17HPdAjZ6jK9ovIayhYIbeflpmk_&SWETS=) Go

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Show: Claims Home  Monday, June 07, 2010 3:57:09 PM

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You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDDC that the TSP is in bankruptcy.
3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC.
4. The TSP's failure to comply with the catastrophic loss provisions as verified by the MCO.
5. The TSP's failure to comply with essential items provisions as verified by the MCO.

**Warning:** If you elect to immediately transfer your claim to the Military Claims Office and one of the above conditions does not exist, your claim will be handled under the depreciated value.

**USMC ONLY:** Before you transfer your claims to HQMC Claims Office, please contact us at 703.784.2933 or DSN 978.0533 or email us at [hmcn.claims@hqmc.mil](mailto:hmcn.claims@hqmc.mil)

Click the checkmark next to "Pick the Shipment"

Claim Services

Home

All Claims

Loss/Dam

Inspection

Summary

Create Claims

Pick the Shipment:   X

Submitter's Relationship:   X

Add & Go

Search Claims

Claim #:

Claim Status:

BOL/GBL Number:

MCO Adjudication:

Branch of Service:

Go

Unclassified/FOUO-Privacy Act Applies

# Claim Module - File Claim

Click on the arrow next to the “BOL/GLB Number” and click the “Pick” button

you must actually *file a claim* for your loss/damage items.

Loss/Damage submitted from the delivery date after the delivery date

You can edit information submitted into the Loss/Damage report.

In order to be eligible with the Transportation of delivery. If the claim be eligible for depreciation.

Exceptions to the filing: Done

1. Notice that the TSP has made a final offer on the claim or denied it in full.  
2. Notification by SDDC that the TSP is in bankruptcy.  
3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC.  
4. The TSP's failure to comply with the catastrophic loss provisions as verified by the MCO.  
5. The TSP's failure to comply with essential items provisions as verified by the MCO.

**Warning:** If you elect to immediately transfer your claim to the Military Claims Office and one of the above conditions does not exist, your claim will be handled under the depreciated value.

**USMC ONLY:** Before you transfer your claims to HQMC Claims Office, please contact us at 703-781-9533 or DSN 278-9533 or email us at [hmc\\_claims@usmc.mil](mailto:hmc_claims@usmc.mil)

BOL/GLB Number	Customer	DoD Customer Rank	Shipment Status	Shipment Type	Delivery Date	TSP Name	SCAC	Shipment Destination	Shipment Origin	Weight
DSAT0000100	George Stone	GEN-	Delivered	dHNG	03/04/2010	Allied Freight Forwarding	ALFW	3666 payne SAN DIEGO, CA 92102	1009 ward FORT DRUM, NY 13602	15,000

Pick Cancel

the Shipment:   
s Relationship:   
Add & Go

Claim #:   
Claim Status:   
L/GBL Number:   
MCO Adjudication:   
Branch of Service:   
Go

Done

Unclassified/FOUO-Privacy Act Applies

# Claim Module - File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Favorites Search Favorites

Address: https://dpstest.sddc.army.mil/finsechannel\_enu/start.swe?SWEcmd=Start&SWEHo=dpstest.sddc.army.mil

Defense Personal Property System (DPS) Unclassified FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Home Monday, December 13, 2010 7:22:56 PM Reports Queries: HELP

Submitting items from your Loss/Damage report(s) does not constitute filing of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually *file a claim* for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30-days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDDC that the TSP is in bankruptcy.
3. Notification that the TSP has been placed in permanent, world-wide Non-Use status by SDDC.
4. The TSP's failure to comply with the catastrophic loss provisions as verified by the MCO.
5. The TSP's failure to comply with essential items provisions as verified by the MCO.

**Warning:** If you elect to immediately transfer your claim to the Military Claims Office and one of the above conditions does not exist, your claim will be handled under the depreciated value.

**USMC ONLY:** Before you transfer your claims to HQMC Claims Office, please contact us at 703-784-9533 or DSN 278-9533 or email us at [hqmc.claims@usmc.mil](mailto:hqmc.claims@usmc.mil) and provide your telephone number for us to call you concerning your claims.

All Claims  
Loss/Damage Reports  
Inspection Reports  
Summary

Create Claims

Pick the Shipment: DBAT0000100  
Submitter's Relationship:  (This button is circled in red)

Claims

Claim #:   
Claim Status:   
BOL/GBL Number:   
MCO Adjudication:   
Branch of Service:   
Last Name:

Unclassified/FOUO-Privacy Act Applies

# Claim Module - File Claim

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Favorites Address [https://dpstest.sddc.army.mil/finsechannel\\_enu/start.swe?SWEcmd=Login&SWEPL=1&\\_sn=6X4rqQ0INMnaP7GO17HPdAjZ6jK9ovIayhYIbefLpmk\\_&SWETS=](https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWEcmd=Login&SWEPL=1&_sn=6X4rqQ0INMnaP7GO17HPdAjZ6jK9ovIayhYIbefLpmk_&SWETS=) Go

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Monday, June 07, 2010 4:21:51 PM Reports Queries: HELP

Claim #:

**Claim**

**ADD** **UPDATE** **DELETE** **PULL LOSS/DAMAGE ITEMS** **SUBMIT**

Claim #: 1-12WYVF BOL/GBL Number: DBAT0000101 Shipment Destination: 2999 Payne

Claim Create Date: 2010-06-07 Shipment Destination: SAN DIEGO, CA 92101 UNITED STATES

Claim Creator: Claim Number: Click the "ADD" button

Claim Type: Quick Claims Payment

1 of 1+

**Claim Services**

- Home
- All Claims
  - > Claim Detail
- Loss/Damage Reports
- Inspection Reports
- Summary

**Help Links**

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
  - Search
  - Search

Add/Update Claim Items

**ADD** **SEARCH**

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
No Records								

Demand/Offer

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
No Records											

Upload File Attachments

**SEARCH**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
No Records				

Unclassified/FOUO-Privacy Act Applies

Done Internet



SD  
DPS

# Claim Module – File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Favorites Search Favorites Home

Address: https://dpstest.sddc.army.mil/finsechannel\_enu/start.swe?SWEcmd=Login&SWEPL=1&\_sn=bnAF1EM48LV38yYTXK4QyqvfdORVzkwAPe37hdgqfcU\_&SWETS= Go

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Wednesday, June 02, 2010 5:37:10 PM Claim # T-12310 Claim Creation Date: 02/2010

Reports Queries: HELP

**Claimant Information**

ID Number: XXX-XX- Street Address:

First Name: City:

Last Name: State:

Email: Zip/Postal Code:

Rank:  Country:

Branch of Service:

Comments (255 characters maximum):

**Claim Details**

\*BOL/GLB Number:  

\*Submitter's Relationship:  

TSP Claim Number:  Delivery Date:

TSP's Liability Limits:  Weight:

\*Quick Claims Payment made?:  Timely Payment Received:

Quick Claims Payment

Dollar amount of Quick Claims payment:

Item List for Quick Claims:

Find “BOL/GLB Number” and it will fill in Claimant Information above

Air Claims > Claim Detail

Loss/Damage Reports

Inspection Reports

Summary

**Help Links**

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

Unclassified/FOUO-Privacy Act Applies

# Claim Module - File Claim

Click on the arrow next to the “BOL/GBL Number” and click the “Pick” button

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Claims | Wednesday, June 02, 2010 5:37:40 PM

Claims Date: 06/02/2010

Get Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Last Name: \_\_\_\_\_

Branch of Service: \_\_\_\_\_  
(255 characters max)

Customer Name: \_\_\_\_\_

DoD Customer Rank: \_\_\_\_\_

Shipment Status: \_\_\_\_\_

Shipment Type: \_\_\_\_\_

Delivery Date: \_\_\_\_\_

TSP Name: \_\_\_\_\_

SCAC: \_\_\_\_\_

Shipment Destination: \_\_\_\_\_

Shipment Origin: \_\_\_\_\_

Weight: \_\_\_\_\_

**Claim Details**

\*BOL/GBL Number: **DSAT0000100** **George Stone** GEN- Delivered dHNG 03/04/2010 Allied Freight Forwarding ALFW 3666 payne SAN DIEGO, CA 92102 1009 ward FORT DRUM, NY 13602 15,000 UNITED STATES UNITED STATES

**Pick** **Cancel**

\*Submitter's Relationship: **Done**

TSP Claim number: \_\_\_\_\_

Delivery date: \_\_\_\_\_

Internet

TSP's Liability Limits: \_\_\_\_\_

Weight: \_\_\_\_\_

\*Quick Claims Payment made?: **Done** Timely Payment Received?: **Done**

Quick Claims Payment

Dollar amount of Quick Claims payment: **Done**

Item List for Quick Claims: **Done**

Unclassified/FOUO-Privacy Act Applies

Reports | Queries: \_\_\_\_\_

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
- Search
  - Search

# Claim Module - File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Favorites Address https://dpstest.sddc.army.mil/finsechannel\_enu/start.swe?SWECmd=Start&SWEHO=dpstest.sddc.army.mil

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Monday, December 13, 2010 7:35:45 PM

Comments (255 characters maximum):

**Claim Details**

\*BOL/GBL Number: DBAT0000100 Claims Shipment Description:

\*Submitter's Relationship: Pickup Date: 03/04/2010

TSP Claim Number: Delivery Date: 03/04/2010

TSP's Liability Limits: 50,000.00 Weight: 15,000

\*Quick Claims Payment made?: Timely Payment Received:

Quick Claims Payment

Dollar amount of Quick Claims payment:

Item List for Quick Claims:

Shipment Destination: 3666 Payne  
SAN DIEGO, CA 92108

**Fill in fields annotated with an asterisk and click the "SAVE" button**

No Records

Unclassified/FOUO-Privacy Act Applies

Actions:  
- Add  
- Update  
- Submit  
- Transfer to MCO  
- Pull Loss/Damage Items  
- Nonpayment  
• Claim Items  
- Add  
- Update  
- Delete  
- Transfer to MCO  
• Demand/Offer  
- Counter Offer  
- Accept Offer  
• Upload Files  
- Add  
• Search  
- Search



# Claim Module - File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Favorites

Address: https://dpstest.sddc.army.mil/finsechannel\_enu/start.swe?SWEcmd=Start&SWEHo=dpstest.sddc.army.mil

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Customer Surveys DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Monday, December 13, 2010 7:38:40 PM Reports Queries HELP

Claim #:

Claim ADD UPDATE DELETE PULL LOSS|DAMAGE ITEMS

Claim #: 1-16YXJB

Claim Creation Date: 12/13/2010

Claim Status: In Progress

Comments:

Quick Claims Payment made?: N

Add/Update Claim Items ADD SEARCH

Item Name Item Description

Demand/Offer

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demand TSP	DoD customer	Counter Offer	Offer?	DoD customer?	DoD customer by MCO	MCO	Remark
-------------------------	-----------	------------	-----------	-------------------	--------------	---------------	--------	---------------	---------------------	-----	--------

Upload File Attachments

SEARCH Attachment Name Type Size (in Bytes) Modified Comments

1 of 2+ Claim Services Home

Add lost/damaged items one of two ways:

Option 1: Click "PULL LOSS/DAMAGE ITEMS" – recommended if customer filed a loss/damage report. It will pull loss/damage items from the loss/damage report.

Option 2: Click the "ADD" button under Add/Updated Claim Items. All lost/damaged items will need to be filled in.

- Add  
- Update  
- Delete  
- Transfer to MCO  
Demand/Offer  
- Counter Offer  
- Accept Offer  
Upload Files  
- Add  
- Search  
- Search

Unclassified//FOUO-Privacy Act Applies



# Claim Module - File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home Print Mail Bluetooth

Address: https://dpstest.sddc.army.mil/finsechannel\_enu/start.swf?SWEcmd=Start&SWEHo=dpstest.sddc.army.mil

Defense Personal Property System (DPS) Unclassified//FOUO//Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Customer Surveys | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Claims | Monday, December 13, 2010 7:43:19 PM | Reports | Queries: | HELP

Claim #:

Claim

**ADD UPDATE DELETE PULL LOSS/DAMAGE ITEMS SUBMIT**

Claim #: 1-16YXJB BOL/GLB Number: DBAT0000100 Shipment Destination: 3666 payne

Claim Creation Date: 12/13/2010 Claims Shipment Description: My Completed Shipment SAN DIEGO, CA 92102 UNITED STATES

Claim Status: In Progress

Comments:

Quick Claims Payment made?: N

Add/Update Claim Items

**ADD UPDATE DELETE SEARCH**

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Samsung TV		Demand Pending			12/13/2010 07:42:42 PM	Screen was cracked	
> 2	TV		Demand Pending			12/13/2010 07:42:42 PM	Screen was cracked	

1 - 2 of 2 best corresponds to the action

you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
  - Search

Demand/Offer

SEARCH

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
										No Records	

Upload File Attachments

**ADD SEARCH**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
				No Records

Unclassified//FOUO//Privacy Act Applies

# Claim Module - File Claim

DPS - Test - 1.4.04.568 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://dpstest.sddc.army.mil/finsechannel\_enu/start.swe?SWECmd=Start&SWEHo=dpstest.sddc.army.mil

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Show: Claims | Monday, December 13, 2010 7:45:37 PM

Add/Update Claim Items

Item Name: Samsung TV  
Item Description:  
Inventory Number: 1  
Item Status: Demand Pending  
Loss Type:  
Make/Model:  
Did carton have damage?:  
Is whole carton missing?:  
Damage Description (250 characters maximum): Screen was cracked  
Comment (255 characters maximum): Screen was cracked  
Denied Remark:

SAVE CANCEL

1 - 2 of 2 HELP

Select the hyperlink below that best corresponds to the action you would like to initiate.

Claim

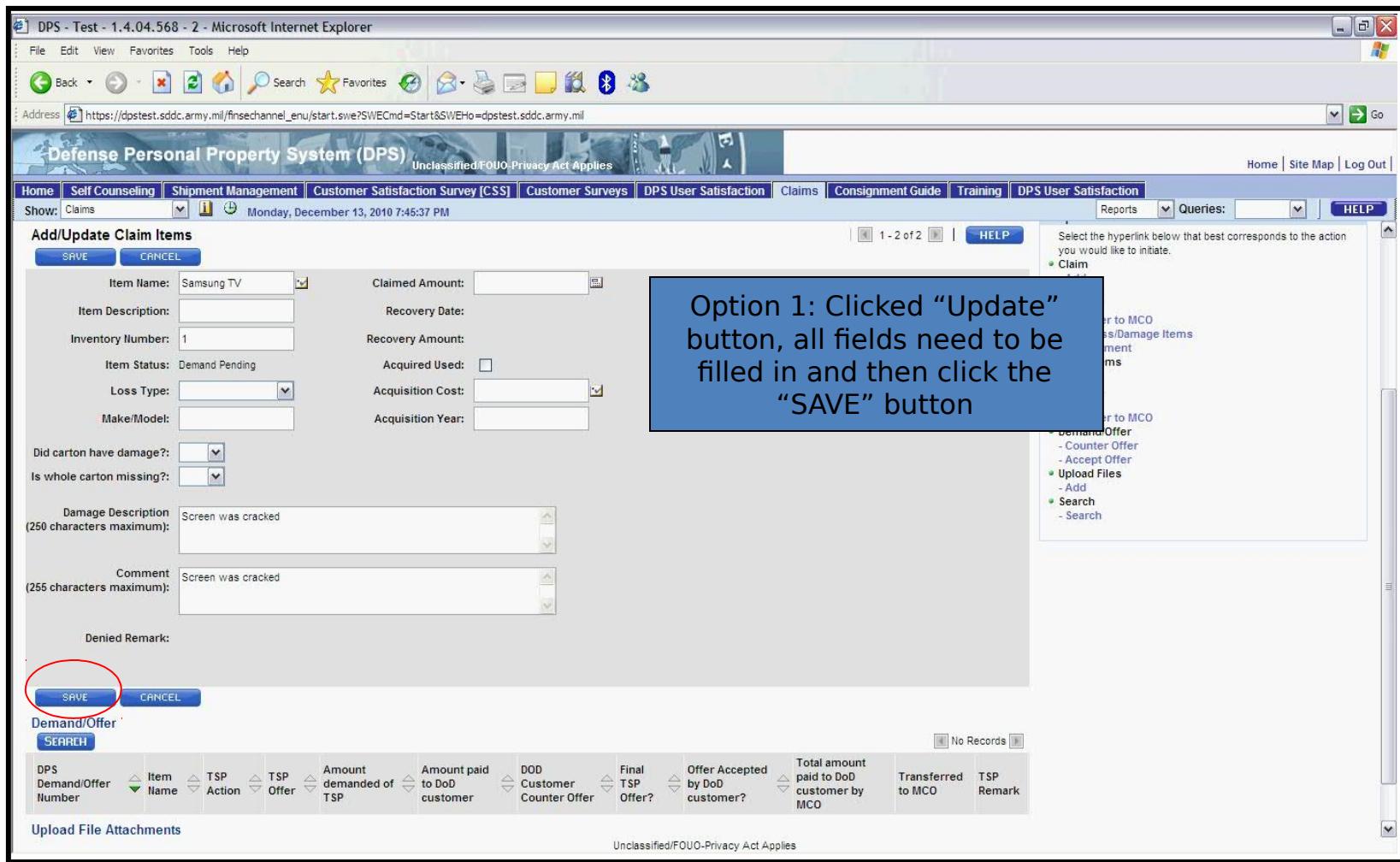
Option 1: Clicked "Update" button, all fields need to be filled in and then click the "SAVE" button

Demand/Offer SEARCH

DPS Demand/Offer Number Item Name TSP Action TSP Offer Amount demanded of TSP Amount paid to DoD customer DOD Customer Counter Offer Final TSP Offer? Offer Accepted by DoD customer? Total amount paid to DoD customer by MCO Transferred to MCO TSP Remark

Upload File Attachments

Unclassified/FOUO-Privacy Act Applies



# Claim Module - File Claim

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies

Claim #:

Claim #: 1-16YJ8B      BOL/GBL Number: DBAT0000100      Shipment Destination: 3666 payne

Claim Creation Date: 12/13/2010      Claims Shipment Description: My Completed Shipment      SAN DIEGO, CA 92102 UNITED STATES

Claim Status: In Progress

Comments:

Quick Claims Payment made?: N

Add/Update Claim Items

**ADD** **SEARCH**

Item ▲ Item Name ▲ Item Description ▲ Item Status ▲ Claimed Amount ▲ Loss Type ▲ Created ▲ Damage Description (250 characters maximum) ▲ Denied Remark ▲

No Records

Demand/Offer

DPS Demand/Offer Item Name TSP Action TSP Offer Amount demanded of TSP Amount paid to DoD customer DoD Customer Counter Offer Final TSP Offer? Offer Accepted by DoD customer? Total amount paid to DoD customer by MCO Transferred to MCO TSP Remark

No Records

Upload File Attachments

**SEARCH**

Attachment Name ▲ Type ▲ Size (In Bytes) ▲ Modified ▲ Comments ▲

No Records

Claim Services

- Home
- All Claims
- > Claim Detail
- Loss/Damage Reports
- Inspection Reports
- Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
  - Search
  - Search

Unclassified//FOUO-Privacy Act Applies



SD  
PC

# Claim Module - File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Mail Help

Address: https://dps-test.sddc.army.mil/finsechannel\_enu/start.swe?SWEcmd=Login&SWEPL=1&\_sn=bmAF1EM48LV38y1TXK4QyqfvdORVZwAPe37ndgqfcU\_&SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Wednesday, June 02, 2010 5:46:44 PM

Reports Queries HELP

Add/Update Claim Items

SAVE CANCEL

Item Name:  Claimed Amount:

Item Description:  Recovery Date:

Inventory Number:  Recovery Amount:

Item Status: Demand Pending Acquired Used:

Loss Type:  Acquisition Cost:

Make/Model:  Acquisition Year:

Did carton have damage?:  Is whole carton missing?:

Damage Description (250 characters maximum):

Comment (255 characters maximum):

Denied Remark:

SAVE CANCEL

Demand/Offer

SEARCH

No Records

DPS Demand/Offer Number Item Name TSP Action TSP Offer Amount demanded of TSP Amount paid to DoD customer DOD Customer Counter Offer Final TSP Offer? Offer Accepted by DoD customer? Total amount paid to DoD customer by MCO Transferred to MCO TSP Remark

Upload File Attachments

Unclassified/FOUO-Privacy Act Applies

Clicked the “ADD” button, all fields need to be completed, then click the “SAVE” button

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
  - Demand/Offer
    - Counter Offer
    - Accept Offer
  - Upload Files
    - Add
    - Search
      - Search

SD

PM

# Claim Module - File Claim

DPS - Test - 1.4.01.470 - 1 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://dps-test.sddc.army.mil/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&\_sn=bmAF1EM48LV38yYTXK4QyqfvdORVkJwAPe37ndgqfcU\_&SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Claims Wednesday, June 02, 2010 5:59:16 PM Reports Queries HELP

Claim #:

**Claim**

**ADD UPDATE DELETE SUBMIT** (The **SUBMIT** button is circled in red)

Claim #: 1-123456

Claim Creation Date: 6/2/2010

Claim Status: In Progress

Comments: lost and damaged items

Quick Claims Payment made?: N

Click the "SUBMIT" button in order for the claim to transfer to the TSP

1 of 2+ Claim Services

Home

All Claims > Claim Detail

Loss/Damage Reports

Inspection Reports

Summary

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
  - Search

Add/Update Claim Items

**ADD UPDATE DELETE SEARCH**

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 3	computer	apple	Demand Pending		Missing	6/2/2010 05:58:02 PM	2009 apple computer	
> 2	dishes	china	Demand Pending		Damaged	6/2/2010 05:55:42 PM	broken	
> 1	Chair	brown	Demand Pending		Damaged	6/2/2010 05:46:35 PM	wooden	

Demand/Offer

**SEARCH**

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
No Records											

Upload File Attachments

**ADD SEARCH**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
No Records				

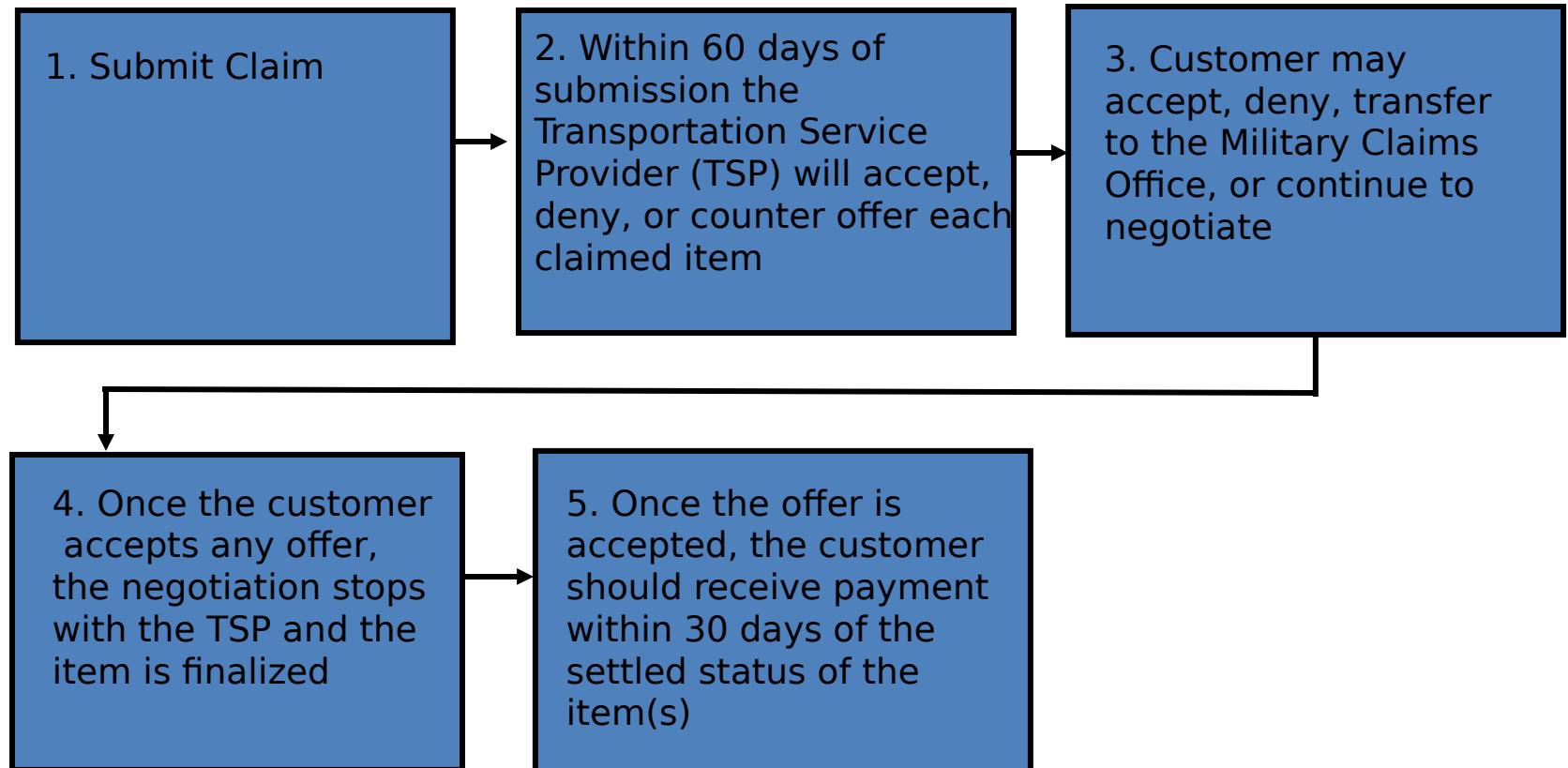
Unclassified/FOUO-Privacy Act Applies

Internet



SD  
D

# Claims Process After Submission



**Note: After 30 days of claim submission the customer has the right to transfer part or all of their claim to a Military Claims Office**



# Customer's Claim Module - TSP Response

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://dpstest.sddc.army.mil/finschannel\_enu/start.swe?SWEcmd=Login&SWEPL=1&\_sn=nS38uFq-1MxrqcNcMZFq57Ze9wbWaUTm6lG7QL08VQ\_&SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO Privacy Act Applies

Home | Site Map | Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Thursday, June 03, 2010 3:49:02 PM Reports Queries HELP

Claim #:

Claim ADD UPDATE

Claim #: 1-12S70 BOL/GBL Num:

Claim Creation Date: 6/2/2010 Claims Shipment Description:

Claim Status: Updated TSP Claim Num:

Comments: lost and damaged items

Quick Claims Payment made?: N

TSP did not make this item a "Final Offer" therefore, the customer has three options to respond back to the TSP:

Transfer to the MCO, Counter Offer, or Accept Offer

Add/Update Claim Items

SEARCH TRANSFER TO MCO

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Chair	brown	Settled		Damaged	6/2/2010 05:46:35 PM	wooden	
> 2	dishes	china	Offer Pending		Damaged	6/2/2010 05:55:42 PM	broken	
> 3	computer	apple	MCO Adjudication		Missing	6/2/2010 05:58:02 PM	2009 apple computer	

Demand/Offer

COUNTER OFFER SEARCH ACCEPT OFFER

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
> 2	dishes	Replace	\$100.00				N	N			
> 1	dishes	Repair	\$75.00		\$100.00		N	N			

Upload File Attachments

Attachment Name Type Size (In Bytes) Modified Comments

Unclassified/FOUO-Privacy Act Applies

Help Links

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
  - Search



SD  
DOD

# Customer's Claim Module - TSP Response

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Copy Paste Find Help

Address: https://dpstest.sddc.army.mil/finsechannel\_enu/start.swe?SWECmd=Login&SWEPL=1&\_sn=nSJ0uFq-1NxrqcyNCM2Fq572e9wbWaUTm6IG7QLO8VQ\_8SWETS= Go

Defense Personal Property System (DPS) Unclassified/FOUO Privacy Act Applies

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | DPS User Satisfaction | Reports | Queries | HELP | Home | Site Map | Log Out |

Show: Thursday, June 03, 2010 3:53:19 PM

Claim #:

**Claim**

**ADD** **UPDATE**

Claim #: 1-12SI70

Claim Creation Date: 6/2/2010

Claim Status: Updated

Comments: lost and damaged items

Quick Claims Payment made?: N

**TRANSFER TO MCO**

**ACCEPT OFFER**

**Claim Services**

Home

All Claims

> Claim Detail

Loss/Damage Reports

Inspection Reports

Summary

**Help Links**

Select the hyperlink below that best corresponds to the action you would like to initiate.

- Claim
  - Add
  - Update
  - Submit
  - Transfer to MCO
  - Pull Loss/Damage Items
  - Nonpayment
- Claim Items
  - Add
  - Update
  - Delete
  - Transfer to MCO
- Demand/Offer
  - Counter Offer
  - Accept Offer
- Upload Files
  - Add
  - Search

**TSP made this item a "Final Offer" therefore, the customer has two options to respond back to the TSP:**

Transfer to the MCO or Accept Offer

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Chair	brown	Settled		Damaged	6/2/2010 05:46:35 PM	wooden	
> 2	dishes	china	Offer Pending		Damaged	6/2/2010 05:55:42 PM	broken	
> 3	computer	apple	MCO Adjudication		Missing	6/2/2010 05:58:02 PM	2009 apple computer	

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
> 3	dishes	Replace	\$100.00		\$110.00		Y	N			
> 2	dishes	Replace	\$100.00		\$110.00		N	N			
> 1	dishes	Repair	\$75.00		\$100.00		N	N			

**Upload File Attachments**

**ADD** **SEARCH**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
No Records				

Unclassified/FOUO-Privacy Act Applies

Internet



# Customer's Claim Module - TSP Response

DPS - Test - 1.4.01.473 - 2 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Copy Paste E-mail Help Bluetooth

Address: https://dps-test.sddc.army.mil/finschannel\_enu/start.swf?SWECmd=Login&SWEPL=1&\_sn=nSJ8uFq-1MxrqcYNCMZFq572e9wbWaUTm6lG7QL08VQ\_&SWETS=

Defense Personal Property System (DPS) Unclassified/FOUO Privacy Act Applies

Home | Site Map | Log Out |

Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) DPS User Satisfaction Claims Consignment Guide Training DPS User Satisfaction

Show: Thursday, June 03, 2010 3:53:19 PM Reports Queries: HELP

Claim #:

**Claim**

**ADD** **UPDATE**

Claim #: 1-1251

Claim Creation Date: 6/2/2010

Claim Status: Update

Comments: lost at

Quick Claims Payment made?: N

TSP denied this item therefore, the customer has one option to respond back to the TSP:  
Transfer to the MCO

**Add/Update Claim Items**

**SEARCH** **TRANSFER TO MCO**

Item	Item Name	Item Description	Item Status	Claimed Amount	Loss Type	Created	Damage Description (250 characters maximum)	Denied Remark
> 1	Chair	brown	Settled		Damaged	6/2/2010 05:46:35 PM	wooden	
> 2	dishes	china	Offer Pending		Damaged	6/2/2010 05:55:42 PM	broken	
> 3	computer	apple	MCO Adjudication		Missing	6/2/2010 05:58:02 PM	2009 apple computer	

**Demand/Offer**

**SEARCH**

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to DoD customer	DOD Customer Counter Offer	Final TSP Offer?	Offer Accepted by DoD customer?	Total amount paid to DoD customer by MCO	Transferred to MCO	TSP Remark
> 3	dishes	Replace	\$110.00				Y	N			
> 2	dishes	Replace	\$100.00		\$110.00		N	N			
> 1	dishes	Repair	\$75.00		\$100.00		N	N			

**Upload File Attachments**

**ADD** **SEARCH**

Attachment Name	Type	Size (In Bytes)	Modified	Comments
No Records				

Unclassified/FOUO-Privacy Act Applies

Internet



# Claim Statuses

<b>Claim</b>		<b>Item</b>	
Status	Owner	Status	Owner
In Progress	Customer	Demand Pending	TSP
Submitted	TSP	Offer Pending	Customer
Under Review	Customer and TSP	Denied	Customer
Updated	Customer and TSP	MCO Adjudicated	MCO
Denied	Customer	Settled	
MCO Adjudicated	MCO		
Settled			



# Resources

Move.mil - DOD - Mozilla Firefox: IBM Edition

File Edit View History Bookmarks Tools Help

http://www.move.mil/dod.htm#afterDelivery\_ad-dodClaims

Most Visited IBM IBM

Move.mil - DOD

MOVE.MIL Official DPS Portal

What Is DPS? DPS Registration DPS Login

DOD Service Members and Civilians

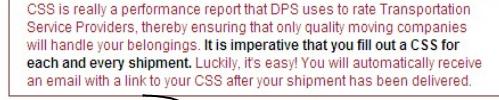
Before You Begin Start Your DPS Move After Delivery

After Delivery

Customer Satisfaction Survey (CSS)

Claims

Watch the Video! 

 CSS is really a performance report that DPS uses to rate Transportation Service Providers, thereby ensuring that only quality moving companies will handle your belongings. It is imperative that you fill out a CSS for each and every shipment. Luckily, it's easy! You will automatically receive an email with a link to your CSS after your shipment has been delivered.

Claims How-To (PDF)

Claims How-To (Video)

Claims Overall Process

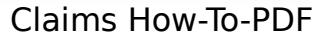
Air Force

Army

Coast Guard

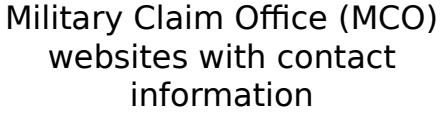
Marines

Navy

 **Claims How-To-PDF**

 **Claims How-To Video**

 **Claims Overall Process** Service Member/Civilian FAQ

 **Military Claim Office (MCO) websites with contact information**

Useful Tools

Moving Resources

Travel Information

Links

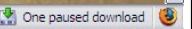
Acronyms

Glossary

Locator Maps

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to

Done

One paused download 

# Questions and Answers

